Library of Michigan

FY 1998/99 PUBLIC LIBRARY ANNUAL REPORT
SECTION B INSTRUCTIONS: THE REPORTING YEAR

Unless otherwise indicated, all information is for the Main Library and all Branches. Financial information must be precise for income and expenditures during the reporting year and should be reported in whole dollars. Other statistical information should be estimated if exact counts are not available. Do not leave blank spaces. Enter "0" (zero) if the library did not offer the service, did not offer that type of material, did not spend or receive money in that category, or if the question does not apply to your library. **This report, or a letter of intent to file, must be postmarked on or before February 1, 1999 to be eligible to receive state aid. If a letter of intent to file is submitted, the original Annual Report must be postmarked on or before March 31, 1999.**

Report Year: Most recent fiscal year completed prior to October 1, 1998, even if that means reporting less than 12 months of data. The reason for reporting less than 12 months of data could be due to a change in legal status, change in fiscal year, etc. If your reporting year has changed, provide documentation authorizing the change, such as board minutes.

PART I: ADMINISTRATIVE ENTITY INFORMATION

Legal Name of Main Library: Attach documentation authorizing legal name change, such as board minutes or establishment documentation.

Street Address: The complete street address of the main library. Do not report a post office box or general delivery.

City: The city or town in which the main library is located.

Zip+4:   The standard five-digit postal zip code and the four-digit postal zip code extension for the street address of the main library.

Phone Number: The telephone number of the main library, including area code.

County: The county in which the main library is located.

Library Cooperative: Provide the name of the library cooperative if the library was a member during the reporting year. If the library was not a member, indicate "none."

Library Organization Type: Select the organization type that reflects the library's organizational structure according to establishment status at the end of your reporting year.

Administrative Structure: Mark the box that best identifies your library's administrative structure according to the following federal definitions:

Administrative Entity Only
An administrative entity that does not serve the public directly and has no direct service outlets but may provide staff, materials, and services to other libraries; may receive and spend funds on behalf of other libraries; or may contract with other libraries to provide various library services. Examples are headquarters of systems, federations, or cooperative services.

Administrative Entity with Multiple Direct Service Outlets where Administrative Offices are Separate
An administrative entity that serves the public directly with two or more service outlets, including some combination of central library(ies), branch(es), bookmobile(s), and/or books-by-mail only. The administrative offices are separate from the direct service outlets and do not provide direct library services.

Administrative Entity with Multiple Direct Service Outlets where Administrative Offices are Not Separate
An administrative entity that serves the public directly with two or more service outlets, including some combination of central library(ies), branch(es), bookmobile(s), and/or books-by-mail only.

Administrative Entity with a Single Direct Service Outlet
An administrative entity that serves the public directly with one central library, books-by-mail only, or one bookmobile.

PART II: HOURS OPEN AND SQUARE FOOTAGE SUMMARY

The chart lists the hours open during the reporting year for each outlet type. **For State Aid,** the information provided here is used to verify that the library (or the main library and its branches) met the minimum scheduled hours open per week requirement for its class size during the reporting year.

Central Library(ies): One type of single outlet library or the library which is the operational center of a multiple-outlet library and is synonymous with a main library. Usually all processing is centralized here and the principal collections are housed here. Not all administrative entities have a central library and some administrative entities have more than one central library.

Branch(es): Auxiliary unit of an administrative entity which has at least all of the following: 1) separate quarters; 2) an organized collection of library materials; 3) paid staff; and 4) regularly scheduled hours for being open to the public.

Bookmobile(s): Traveling branch library consisting of at least all of the following: 1) a truck or van that carries an organized collection of library materials; 2) paid staff; and 3) regularly scheduled hours (bookmobile stops) for being open to the public. Report the number of vehicles in use, not the number of stops the vehicle makes.

A. Number operated during reporting year: If none of the outlet type were operated during the reporting year, put "0" (zero) in column A and leave the rest of the line blank.

B. State Aid unduplicated scheduled average hours per week: Unduplicated branch hours are hours when one or more branches are open when the main library is not. Do not count duplicate branch hours. For example:

Main library open 9am-4pm Mon-Fri = 35 unduplicated hrs/wk
  North Branch open Noon-8pm Tues, Thurs = 8 unduplicated
          hrs/open 10am-4pm Fri = no unduplicated hrs
  South Branch open 10am-2pm Sat = 4 unduplicated hrs
          open 10am-6pm Tues-Fri = 2 hr (Fri)+2 hr (Wed)
Total unduplicated branch hours for the system is 16.
Total unduplicated hours for State Aid is 51 per week

Note: You must attach a schedule showing main library and branch library hours for the reporting year if using unduplicated hours to qualify for state aid. If a public library has more than one branch, and if the hours for the main library building and each established branch library are different, the unduplicated hours may be added together to satisfy the minimum open hours requirement to qualify for state aid. The minimum open hours requirement must be maintained for not less than 9 months of the 12 month operating period. If a reduced hours schedule is implemented, the library must be open not less than 10 hours per week.

C. Total annual public service hours for the reporting year: Using scheduled hours as a guide, subtract known closed days or weeks, both scheduled and unscheduled, to derive a realistic annual total hours open figure for your library during the reporting year.

D. Total Square Footage: Report the total square footage of the facility used for library purposes.

PART III: PAID STAFF

Include all employees paid with library funds to do library work or to maintain the library building for the main library, all branches, bookmobiles and other service outlets. All employees whether or not they are certified by the Library of Michigan are included. This chart should not include volunteers, since these figures may be used to determine average staff expenditures. To ensure comparable data, 40 hours per week has been set as the measure of full-time employment. Derive the Full Time Equivalent (FTE) staff figure by adding the total number of hours worked by all employees in each category. Then divide the total staff hours by 40 and round to two decimal places.

ALA-MLS Librarians: Librarians with master's degrees from programs of library and information studies accredited by the American Library Association.

Total Librarians: Persons with the title of librarian who do paid work that usually requires professional training and skill in the theoretical or scientific aspects of library work, or both, as distinct from its mechanical or clerical aspect. This data element also includes ALA-MLS.

All Other Paid Staff: Include all other library employees paid from the reporting unit budget, including plant operations, security, and maintenance staff.

Total Paid Employees: The sum of "Total Librarians" and "All Other Paid Staff."

PART IV: OPERATING INCOME (use whole numbers only)

Report income used for operating expenditures as defined below. DO NOT include capital income, contributions to endowments, income passed through to another agency, or funds unspent in the previous fiscal year. This section provides detail of local, state and federal income for your library's reporting year. Include

federal, state or other grants except for LSCA Title II grants and grants for capital expenditures. It is important to keep accurate financial records for each reporting year and to be able to track local, state and federal funds separately. Although there must be a realistic relationship between total operating income and total operating expenditures, the figures will probably not balance exactly. It is important to report accurately, since the library must be able to verify any financial information with audited figures. For purposes of this report, **Income** is defined as actual cash or documented monetary transfer to the library fund. Do not include in-kind services, pledges and grants not received.

Total Local Operating Income is used to meet the 3/10 mill match requirement for State Aid. If your library's total service area does not meet this state aid standard, revenues from the total legal service area and individual contracted municipalities will be reviewed. For this reason, the Operating Income report form provides a line for each municipality served by your library. When completing the form:

Â   If your legal service area is comprised of more than one municipality (for example, a whole county, a school district of two or more municipalities) the legal area income can be reported on the first line with a bracket to show the included municipalities.

Â   If you cannot break down miscellaneous "other public local income" by municipality, report it all on the top line of the Legal Service Area section.

Â   Only local income needs to be broken down by municipality.

a.	**Legal Service Area:**	Name of a municipality or other designated jurisdiction served under statute during the reporting year. Example: school district, name of county (if whole county).
	Population Served:	The number of people in the geographic area (as determined by the U.S. Bureau of the Census) for which a public library has been established to offer services and for which (or on behalf of which) the library derives income. For administrative entities that do not serve the public directly and have no outlets (e.g., a system, federation, or cooperative service), this number shall be "0" (zero).
	Local Penal Fine Revenues (A):	Report Penal Fine revenues received during the reporting year. If you do not know the amount received for each individual service area, calculate it by determining the total population your library serves in the county and dividing the penal fines received from that county by the population served to determine the per capita rate. Multiply the per capita rate by the population of each service area to determine penal fines received from each service area. If your library has service areas in two or more counties, you must determine each rate separately.
	Income from Voted Millage (B):	Enter only revenues received during the reporting year from a **dedicated** library millage which was approved by a vote of the people. If the millage is for a multimunicipality legal service area (whole county or district structure), complete millage information on the top line only and draw brackets to indicate the inclusive municipalities.
	Appropriated Tax Income (C):	This revenue is received by the library directly from the municipal, county, district or school governing body. This revenue is not the result of a dedicated voted library millage.
	Other Local Government Income (D):	Report miscellaneous income received from local government sources. (Do not include user fees.) If the library received revenue from a Single Business Tax levied on local business, enter the amount in this column on the top line of the legal area chart.

Total Local Government Income (E1):	Add columns A, B, C, and D. This includes all tax and non-tax receipts designated by the community, district, or region and available for expenditures by the public library. Do not include the value of any contributed or in-kind services or the value of any gifts and donations, fines, or fees paid by individuals.
Other Local Operating Income (F1):	Report miscellaneous income from local non-government sources. This category includes user fines and fees, collections from coin operated equipment, income from used book sales, fundraisers, library Friends events, etc. Non-capital cash contributions are included in this category. Include, for example, monetary gifts and donations received in the current year, interest, library fines, and fees for library services. Do not include the value of any contributed or in-kind services or the value of any non-monetary gifts and donations. If it is impossible for you to break down the miscellaneous income by individual municipality, report the Other Local Operating Income on the top line of the legal service area chart.
Millage Rate Levied:	Record the millage rate levied for the income reported in column B.
b. Contracted Municipality:	Name of municipality or other designated jurisdiction with which the library has a library service contract approved by the Library of Michigan.
Population Served:	The number of people in the geographic area (as determined by the U.S. Bureau of the Census) for which a public library has been contracted to offer services and from which (or on behalf of which) the library derives income.
Local Penal Fine Revenues (A):	Report Penal Fine revenues received during the reporting year. If you do not know the amount received for each reported contracted municipality area, calculate it by determining the local total population served by your library in the county as a result of service contracts and dividing the penal fines received from that county by the population served to determine the per capita rate. Multiply the per capita rate by the population of each contracted municipality to determine penal fines received for each municipality. Penal fines distribution rates are different for each county. If your library has service contracts in more than one county, you must determine each rate separately.
Income from Voted Millage (B):	Enter only revenues received during the reporting year from a **dedicated** library millage which was approved by a vote of the people. If the millage is for a multimunicipality contract service area (whole county or district structure), complete millage information on the top line only and draw brackets to indicate the inclusive municipalities.
Appropriated Tax Income (C):	This revenue is received by the library directly from the municipal, county, district or school governing body. This revenue is not the result of a dedicated library millage and does not include contract fee income.
Contract Fee Income (D):	Revenue received from the contracted municipalities as stated in the library service contract. Do not include penal fine income.

Total Local Government Income (E2):	Add columns A, B, C, and D. This includes all tax and non-tax receipts designated by the community, district, or region and available for expenditures by the public library. Do not include the value of any contributed or in-kind services or the value of any gifts and donations, fines, or fees paid by individuals.
Other Local Operating Income (F2):	Report miscellaneous income from local non-government sources. This category includes user fines and fees, collections from coin operated equipment, income from used book sales, fundraisers, library Friends events, etc. Non-capital cash contributions are included in this category. Include, for example, monetary gifts and donations received in the reporting year, interest, library fines, and fees for library services. Do not include the value of any contributed or in-kind services or the value of any non-monetary gifts and donations.
Millage Rate Levied:	Record the millage rate levied for the income reported in column B.

c. **Operating Income Summary**

Total Local Government Income (E1+E2):	Sum of E1 and E2.
Total Other Local Operating Income (F1+F2):	Sum of F1 and F2.
Total Local Operating Income (E1+E2+F1+F2):	Sum of E1, E2, F1, and F2. **This figure is used to assess the library's financial eligibility for state aid.**
State Government Operating Income (G):	Report all funds received by your library from the State government for operating expenditures, except for federal money distributed by the State. Include all state aid payments received by your library during the reporting year.
Federal Government Operating Income (H):	Report all federal government funds received by your library for operating expenditures, including federal money distributed by the State. Report grant funds received for non-capital expenditures from LSCA and LSTA. Do not include funds you received and passed through to another public library.
Total Operating Income (I):	Sum of E, F, G and H. ("Total Local Operating Income," "State Government Operating Income" and "Federal Government Operating Income")

PART V: CAPITAL INCOME (use whole numbers only)

State and Federal Capital Income:	Report state and federal governmental funds (including grants) received by your library for the purpose of capital expenditures. Examples include funds received for construction, expansion and renovation of existing library facilities and funds received for the purchase of equipment, furniture, technology systems, and other one-time, extraordinary projects.

Private and Local Capital Income:	Report private and local governmental funds (including bond income and grants for capital expenditures) received by your library for the purpose of capital expenditures. Examples include funds received for construction, expansion and renovation of existing library facilities and funds received for the purchase of equipment, furniture, technology systems, and other one-time, extraordinary projects. These funds may be used to meet the 3/10 mill local support financial requirement for State Aid.
Total Population Served:	Sum of "Legal Service Area Population served" and "Contracted Municipality Population Served."

PART VI: OPERATING EXPENDITURES

Operating expenditures are the current and recurrent costs necessary to support the provision of library services. List only expenditures paid from library operating budgets. Complete every box, leave no box blank. Enter "0" (zero) if none.

A. Staff Expenditures (use whole numbers only)

Salaries & Wages:	Include salaries and wages for all library staff (including plant operations, security, and maintenance staff) for the fiscal year. Include salaries and wages before deductions but exclude employee benefits.
Employee Benefits:	The benefits outside of salaries and wages paid and accruing to employees (including plant operations, security, and maintenance staff), regardless of whether the benefits or equivalent cash options are available to all employees. Include amounts for direct, paid employee benefits including Social Security, retirement, medical insurance, life insurance, guaranteed disability income protection, unemployment compensation, workmen's compensation, tuition, and housing benefits.
Total Staff Expenditures:	The sum of "Salaries and Wages" and "Employee Benefits."
B. Collection Expenditures:	Include all expenditures for materials purchased or leased for use by the public.
Books/Print Materials:	Include expenses for any print or microform materials that are part of the library collection.
AV/Non-Print Materials:	Include expenses for any non-print collection materials, including film, video, sound recordings, etc.
Subscriptions (non-electronic format):	Include subscription expenditures for reference serials, journals and newspapers in print or microform formats. This does not include subscriptions for materials in electronic format.
Library Materials/ Subscriptions in Electronic Format:	Report operating expenditures for materials considered part of the collection, whether purchased or leased, such as CD-ROMs, magnetic tapes, and magnetic disks, that are designed to be processed by a computer or similar machine. Examples are U.S. Census data tapes, locally-mounted databases, serials, and reference tools. Include operating expenditures for equipment when the cost is inseparably bundled into the price of the information service product. Exclude operating expenditures for library system software and microcomputer software used only by the library staff.

Total Collection Expenditures:	Sum of expenditures for "Books/Print Materials," "AV/Non-Print Materials" "Subscriptions (non-electronic format)," and "Library Materials/Subscriptions in Electronic Format."
C. Operating Expenditures for Electronic Access:	Report all operating expenditures from the library budget associated with access to electronic materials and services. Include computer hardware and software used to support library operations, whether purchased or leased, mainframe or microcomputer. Include expenditures for maintenance. Include expenditures for equipment used to run information service products when that expenditure cannot be separated from the price of the product. Report expenditures for services provided by national, regional, and local bibliographic utilities, networks, consortia and commercial services. Report all fees and usage costs associated with such services as OCLC FirstSearch or electronic document delivery. **Note:** Report only operating expenditures, including Internet access charges. DO NOT report items included as capital expenditures in Part VII.
D. Other Operating Expenditures:	Include all expenditures other than those for staff, collection and electronic access. **Note:** Include expenses such as binding, supplies, repair or replacement of existing furnishings and equipment, and costs incurred in the operation and maintenance of physical facilities. DO NOT report items included as capital expenditures in Part VII.
E. Total Operating Expenditures:	Sum of A, B, C, and D. It includes "Total Staff Expenditures," "Total Collection Expenditures," "Operating Expenditures for Electronic Access," and "Other Operating Expenditures."

PART VII: CAPITAL OUTLAY (use whole numbers only)

Include expenditures paid from your library capital budget for the acquisition of or additions to fixed assets such as building sites, new buildings and building additions, equipment, initial book stock, furnishings for new or expanded buildings, or vehicles, and other one-time, extraordinary projects. This excludes replacement and repair of existing furnishings and equipment, regular purchase of library materials, and investments for capital appreciation. Complete every box, leave no box blank. Enter "0" (zero) if none.

Capital Expenditures for Electronic Access:	Report capital expenditures associated with access to electronic materials and services. Include computer hardware and software used to support library operations, whether purchased or leased, mainframe or microcomputer. DO NOT report items included as operating expenditures in Part VI.
Furniture and Equipment Expenditures:	Report major expenditures for all furniture and equipment other than for electronic access. Examples include shelving, patron tables and chairs, photocopiers, etc. DO NOT report items included as operating expenditures in Part VI.
Building Expenditures:	Report expenditures for the acquisition of or additions to building sites, new building additions and library facilities. DO NOT report items included as operating expenditures in Part VI.
Total Capital Expenditures:	Sum of "Capital Expenditures for Electronic Access," "Furniture and Equipment Expenditures," and "Building Expenditures."

PART VIII: LIBRARY COLLECTIONS

For each category, report the number of physical units (items) owned at the end of the reporting year. Complete every box, leave no box blank. Enter "0" (zero) if none. If exact amount is unknown, enter an estimate. Items which are packaged together as a unit, e.g. two compact discs, two films, or two video cassettes, and which are generally checked out as a unit, should be counted as one physical unit.

Book/Serial Volumes: Books are non-periodical printed publications bound in hard or soft covers, or in loose-leaf format. Serials are publications issued in successive parts, usually at regular intervals, and as a rule, intended to be continued indefinitely. Serials include periodicals (magazines), newspapers, annuals (reports, yearbooks, etc.), memoirs, proceedings, and transactions of societies. Include microform, books, and serials in this category. Except for the current volume, count unbound serials as a volume when the library has at least half of the issues in a publisher's volume.

Audio: Materials on which sounds (only) are stored (recorded) and that can be reproduced (played back) mechanically or electronically, or both. Included are records, audiocassettes, audio cartridges, audio discs, audio reels, talking books, and other sound recordings.

Video: Materials on which pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or without sound, using a television receiver or monitor.

Subscriptions (non-electronic format):   Refers to the arrangements by which, in return for a sum paid in advance, periodicals, newspapers, or other serials are provided for a specified number of issues. These are print and microfilm subscriptions only; not electronic or digital subscriptions. Count subscriptions purchased from the library's budget and those donated to the library as gifts. Count titles, including duplicates, not individual issues.

Number of library materials/subscriptions in electronic format: Report the number of physical units such as CD-ROMs, magnetic tapes and magnetic disks, that are designed to be processed by a computer. Examples are U.S. Census data tapes, locally-mounted databases, reference tools, and serials on CD-ROM, tape or floppy discs. Exclude bibliographic records used to manage the collection, library system software, and microcomputer software used only by the library staff.

Total: Total units at year end in library collections.

PART IX: SERVICES

Complete every box, leave no box blank. Enter "0" (zero) if none. If exact amount is unknown, enter an estimate.

A. Library Visits: The total number of persons entering the library for whatever purpose during the year. **Note:** If an actual count of visits is unavailable, determine an annual estimate by counting visits during a typical week in October and multiplying the count by 52. A "typical week" is a time that is neither unusually busy or unusually slow. Avoid holiday times, vacation periods for key staff, or days when unusual events are taking place in the community or the library. Choose a week in which the library is open its regular hours. Include seven consecutive calendar days, from Sunday through Saturday (or whenever the library is usually open).

B. Children's Program Attendance: The count of the audience at all programs intended primarily for persons 14 years old or younger. Include all persons who attend, whether adults or children.

C. Circulation Transactions:

Total Circulation:	The total annual circulation of all library materials of all types, including renewals. **Note:** Count all materials in all formats that are charged out for use outside the library. Interlibrary loan transactions included are only items borrowed that are then circulated to users. Do not include items checked out to another library.
Circulation of Children's Materials:	The total annual circulation of all children's materials in all formats to all users, including renewals.
D. Reference Transactions:	A reference transaction is an information contact which involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff. It includes information and referral services. Information sources include printed and non-printed materials, machine-readable databases, catalogs and other holdings records, and through communication or referral, other libraries and institutions and people inside and outside the library. The request may come in person, by phone, by fax, mail or by electronic-mail from an adult, a young adult, or a child. Do not count directional transactions or questions of rules or policies. Examples of directional transactions are "Where are the children's books?" and "I'm looking for a book with the call number 811.2G." An example of a question of rules or policies is "Are you open until 9:00 tonight?" **Note:** If an actual count of reference transactions is unavailable, determine an annual estimate by counting reference transactions during a typical week in October and multiply the count by 52. A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times, vacation periods for key staff, days when unusual events are taking place in the community or in the library. Choose a week in which the library is open its regular hours. Include seven consecutive calendar days, from Sunday through Saturday (or whenever the library is usually open).
E. Interlibrary Loans:	Report materials exchanged between your library and other libraries. Transactions between branches of the same library organization should not be counted here.
Number of items loaned to other libraries:	These are library materials, or copies of the materials, provided by one library to another upon request. The libraries involved in interlibrary loans are not under the same library administration. These data are reported as annual figures.
Number of items borrowed from other libraries:	There are library materials, or copies of the materials, received by one library from another library upon request. The libraries involved in interlibrary loans are not under the same library administration. These data are reported as annual figures.
F. Access to Electronic Services:	If your library provided access to electronic services, answer "yes." These are electronic services provided due to subscription, lease, license, consortial membership or agreement. Include full-text serial subscriptions and electronic databases received by the library or an organization associated with the library. If your library has Internet access, answer "yes" - AccessMichigan provides access to electronic services.

G. Access to the Internet: The Internet is the collection of networks that connects government, university, and commercial agencies (e.g. NSFNET, WestNet, etc.) and is unified by the use of a single protocol suite, TCP/IP. Answer "yes" only if one or more of the following services were accessible: telnet, gopher, file transfer protocol, or community network. Answer "no" if your library had access to electronic mail only.

PART X: CERTIFICATION OF PUBLIC LIBRARY PERSONNEL

This section verifies that appropriate numbers and levels of staff worked at the library during the reporting year **to meet the minimum standards for state aid.** This page may be duplicated, as necessary. If the staff of your library is very large, a complete staff list may be attached to this page. In the latter case, the Social Security ID numbers need not be listed for uncertified individuals.

In most cases, only staff who are certified by the Library of Michigan need to be listed on this page. For most libraries, uncertified staff should be listed here only if: a) they were recently hired and have not completed the certification process, or b) if they were "grandfathered" in 1984 and remain employed in the same position.

Although it is necessary only to list persons who qualified the library for state aid during the reporting year, it is helpful to the Library of Michigan to have all current staff listed. For example, if the directorship changed during the reporting year, list the previous director with his or her departure date and the current director immediately below with his or her date of hire.

Employee Name (as it appears on Certificate): Use the full legal name rather than nicknames or pseudonyms. If the person's legal name has recently changed, list the **current** name and add the previous name in parentheses. Be sure to list the director on the top line.

Michigan Drivers License or Michigan ID Number: Provide either a Michigan Drivers License or State of Michigan Identification number for each person listed.

Last 4 Digits of Social Security Number: The Social Security numbers are used as an identification code for certification records and transcript association. Report only the last four digits.

No. Hours Worked Per Week: List the regularly scheduled or most frequent number of hours each person worked per week during the reporting year. This information is used to verify that the library was adequately staffed during the scheduled open hours.

Certificate Level Code: Refer to the chart at the bottom of the page. If the person is eligible for certification but does not actually have a certificate at the time of filing, enter the level code followed by "elig."

Date of Hire (if new) OR Date Certificate Expires (if level VII): A date of hire should be entered for any individual not listed on the previous year's report. If the person holds a Level VII certificate, the expiration date of his or her most current certificate should be entered.

PART XI: CERTIFICATION OF INFORMATION

The person signing the form must be an authorized official of the library who can be held accountable for the information on the form. The library director, board president or other authorized official must sign in order for the application to be processed. In the event of a state aid audit, the authorized official will be contacted. If a person other than the authorized official should be contacted for questions, enter his or her name in the space for "contact person." **Reports that are not signed are returned for signature. Signature must be original signature - signature stamps will not be accepted.**